

Dee May
Assistant Vice President
Federal Regulatory



June 25, 2002

RECEIPT

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Anthony Dale
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

JUN 25 2002

Federal Communication Commission
Bureau / Office

Dear Mr. Dale:

Enclosed, pursuant to Condition V, Paragraph 16 and Attachment A of Appendix D to the order approving the merger between Bell Atlantic and GTE ("Merger Order") are Verizon's performance measurement results for May 2002. We are providing you with disks containing ASCII files of the results in the format you requested. An additional disk provides two reports that were requested by CCB staff. One report summarizes the voluntary payments for Performance Plan Years 1 and 2 through the April 2002 performance month by state and the other report provides a summary by metric for the same time period.

Individual CLEC results for both the former GTE states and Bell Atlantic states are available on the web site. These CLEC-specific reports should be treated confidentially in accordance with the terms of the Merger Order, Appendix D, Attachment A, ¶ 1.

As we have previously mentioned, Verizon has discovered that, for some measurements, the level of disaggregation called for in Attachments A-2a and A-2b of Appendix D differs from the level of disaggregation specified in Attachments A-5a and A-5b. The enclosed performance measurement results provide data at the more disaggregated level specified in Attachments A-5a and A-5b. In addition, in a few instances, the measurements reported do not precisely match the definitions stated in Attachments A-2a and A-2b. The Attachment to this letter describes those instances in which there are variations.

If you have any questions, please do not hesitate to call me.

Sincerely,

Attachment

Without Confidential Enclosures

cc: Mark Stone (Without Confidential Enclosures)
Ellen Becker (With Confidential Enclosures)
Whitey Thayer (With Confidential Enclosures)

May 2002

Definitional Status for Performance measures:

Certain issues affect months previously reported, as noted below.

East States:

PO-2 OSS Interface Availability

Product	Month(s)	Comment
EnView - Retail PO-2-02 (DC, DE, MD, ME, NH, NJ, VA, WV)	June 2002	A system release caused EnView Retail TN Select transactions to fail Resulting in lost data for several days of the June 2002 data month. Process was corrected the evening of June 19, 2002.

West States:**PR-3 % Completed within Specified Number of Days (1-5 Lines)**

Product	Month(s)	Comment
Retail POTS PR 3-08, PR 3-09	March 2002 – June 15, 2002	Some Retail orders indicated incorrectly that a customer had requested a due date greater than the due date offered. Process was corrected beginning June 16, 2002.

MR-5 % Repeat Reports

Product	Month(s)	Comment
All MR-5-01	July 2000 – July 2002	Separate trouble reports for different segments of the same circuit received on the same day were counted as repeat troubles in the metric calculation. Process will be corrected with the July data month.